

Action Glass & Aluminium Pty Ltd is committed to customer satisfaction and total quality management. As a long-standing part of the community, we place the utmost importance on the quality of the service and products we supply and install.

We will strive to continually improve our systems and processes. This will be done by continually monitoring our business activities and implementing beneficial changes as required.

Our quality practices are based on a philosophy of continuous improvement. Using defined quality control procedures, we ensure compliance with standards in our factory and on work sites.

It is the objective of Action Glass and Aluminium to satisfy the quality standards required by our customers at competitive prices and in a timely manner.

Action Glass and Aluminium follows a strict Quality Control Policy at all stages from manufacturing through to installation. We ensure adherence to our Quality Policy with the following:

- Our Quality Management System is aligned with the requirement of AS1288-2006, AS 2047 and ISO 9001
- Establishing and measuring goals which are monitored and periodically reviewed to ensure the continuous improvement of our systems
- All employees and contractors play an active role in ensuring we meet our Quality Standards
- Ensuring our policies, procedures and actions meet agreed requirements for contractual and commercial clients, as well as maintain client confidence in our company.

We will periodically review this policy to ensure we are providing the best possible service to our customers with the highest of Quality Standards



John Mitsikas
Managing Director

Quality

We provide only the highest quality products and service to our clients

Integrity

We conduct all business operations with honesty and follow through

Satisfaction

We aim for 100% client satisfaction

Passion

We take pride in what we do and treat all jobs, with the same attention to detail and pride